Department of Defense Service Members Training

OCONUS Version

About This Training

- Designed by JCS in coordination with OSD and Services
- Designed to increase awareness of terrorism and improve ability to apply personal protective measures
- Meets the annual requirement for Level I antiterrorism training prescribed by DoDI 2000.16
- Complements Web-based and CD-ROM training

Learning Objectives

- Understand the terrorist threat
- Understand how to employ situation-based measures to lower your vulnerability
- Recognize proper responses to threat actions
- Understand how to support unit security

Chairman, JCS Guidance

- **Terrorists are indiscriminate**
  - **Innocent people are targeted**
  - **Our number one priority … win Global War On Terrorism**
- **Your role … your own safety**
  - **Be alert to the threat**
  - **Be aware of your surroundings**
  - **Report suspicious activity**
  - **Make security your norm**
  - **Avoid predictable routines**
  - **Don’t be a target**
- **Together we will take the fight to the terrorists**

Lesson Map

Threat Briefing and DOD Systems

- **Threat Briefing**
  - **Factors to consider about the threat**
  - **How terrorists select targets**
  - **How terrorists identify targets**
- **DOD Systems**
  - **Terrorism threat levels & warnings**
  - **Force protection conditions**

Threat Factors

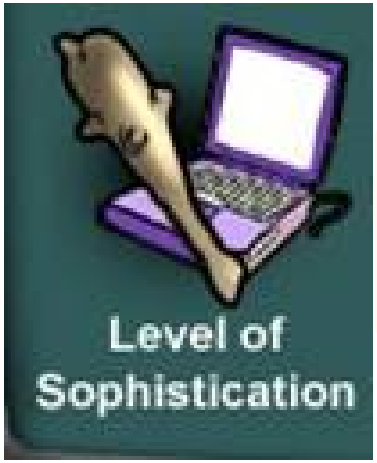
Are there any terrorist groups in my area?

Are they violent?

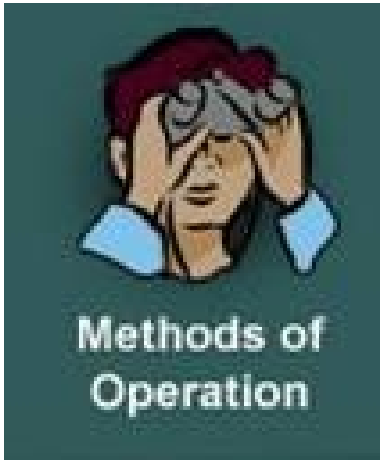
Do they attack Americans?

How active are they?

Threat Factors (Continued)



How sophisticated are they?



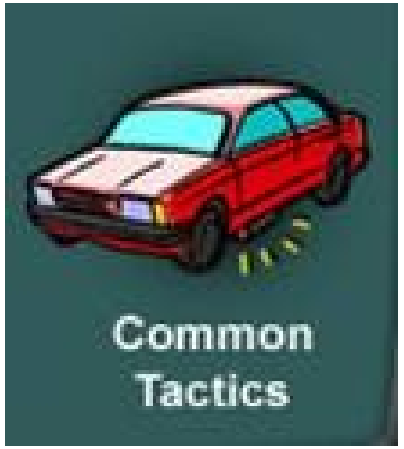
How do they operate–are they predictable?

Will the local population warn Americans?

What tactics?

What weapons?

What type of attacks?



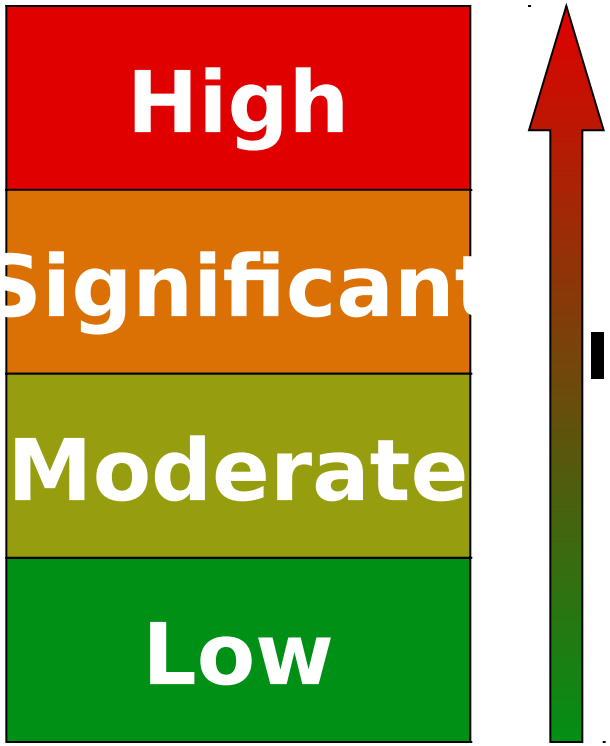
Target Selection

You might happen to be in a place terrorists target. Avoid possible target areas.
Victim by Location
Victim by Association
Terrorist that target Americans look for the obvious American tourists. In other countries, be aware of your surroundings and try to blend with the local population.
Terrorist look for random, easy targets. Be alert and don't be an easy target.
Victim by Oppportunity

Target Identification

Groups of Americans at bus stops, at night clubs, in hotels, and in apartment buildings are attractive targets.
Large, Vulnerable Groups
Name on quarters, office, discarded mail, contents of wallet, unit roster all indicate specific personnel.
Name
VIP treatment, official cars, salutes, passports, reserved parking, titles and rank, cell phones and pagers all indicate importance.
Appearance of Importance

DOD Terrorism Threat Levels



Consider a terrorist group's

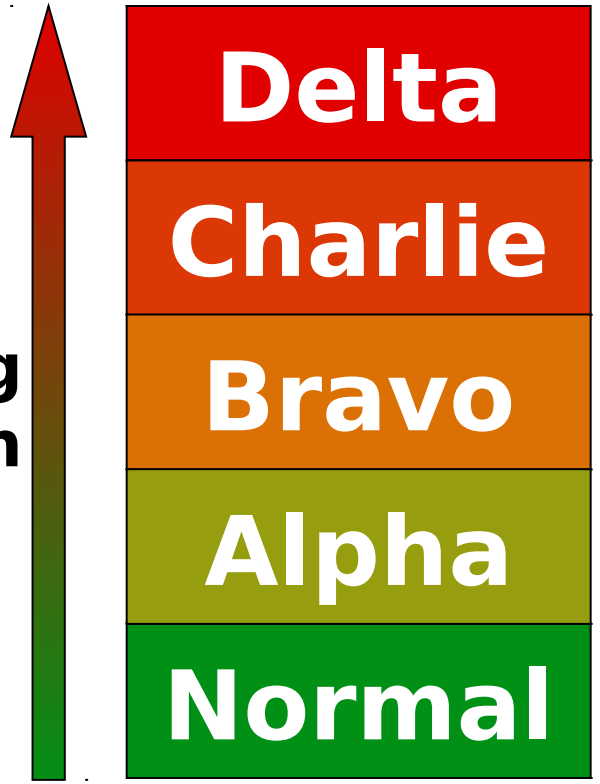
- **Operational capability**
- **Activities**
- **Intentions**

And the operating environment

Force Protection Conditions

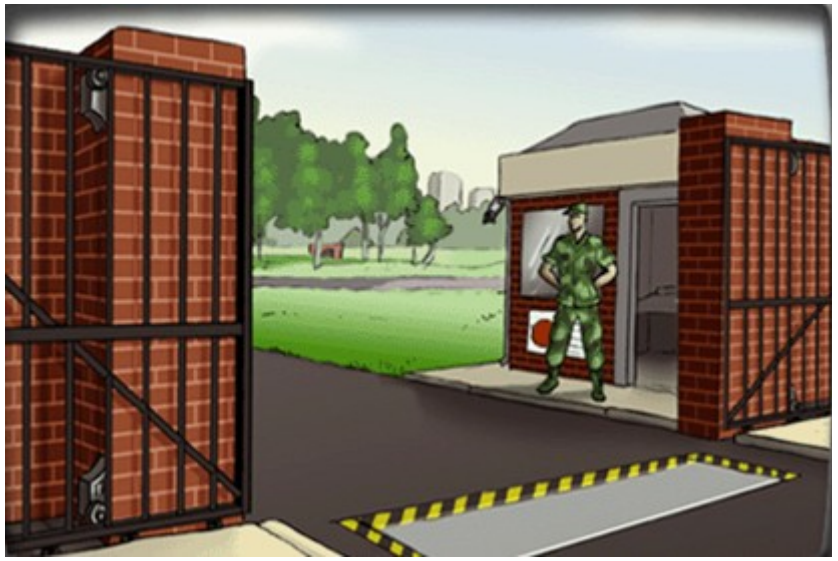
Sample protective measures

- Gate guards
- Barriers
- ID checks
- Vehicle inspections
- Patrols
- Plan rehearsals



FPCON Normal

- **When there is a general global threat of possible terrorist activity, but it warrants only a *routine security posture***
  - **A terrorist attack is always possible**
  - **Best information available offers no indication of probable attack**



Expect to see a routine security posture

FPCON Alpha

- **When there is a general threat of *possible terrorist activity*, the nature and extent of which are *unpredictable*, against personnel and facilities**
  - **General conditions suggest possible violence**
  - **Nothing indicates that this installation is targeted**
  - **Must be capable of being maintained indefinitely**

Expect random vehicle checks and increased crime prevention efforts

FPCON Bravo

- **When an increased and more *predictable terrorist threat activity* exists**
  - **Specific information suggests probable violence**
  - **Nothing indicates that this installation is targeted**
  - **Extra precaution is appropriate to deter terrorist planning**
  - **Must be capable of being maintained for weeks without hardship**

Expect to see closer inspection of vehicles and deliveries, ID checks, and a greater presence of guards on your installation

FPCON Charlie

- **When an incident occurs or when intelligence indicates that some form of *terrorist targeting against personnel and facilities* *is imminent***
  - **Evidence of terrorist attack planning, such as terrorist surveillance or reports from local sources**
  - **Strong protective measures are required, but the unit must continue its regular mission activities**
  - **Implemented for only a short period of time**

Expect rigorous efforts to inspect vehicles and facilities, and you may be required to participate in special guard duties

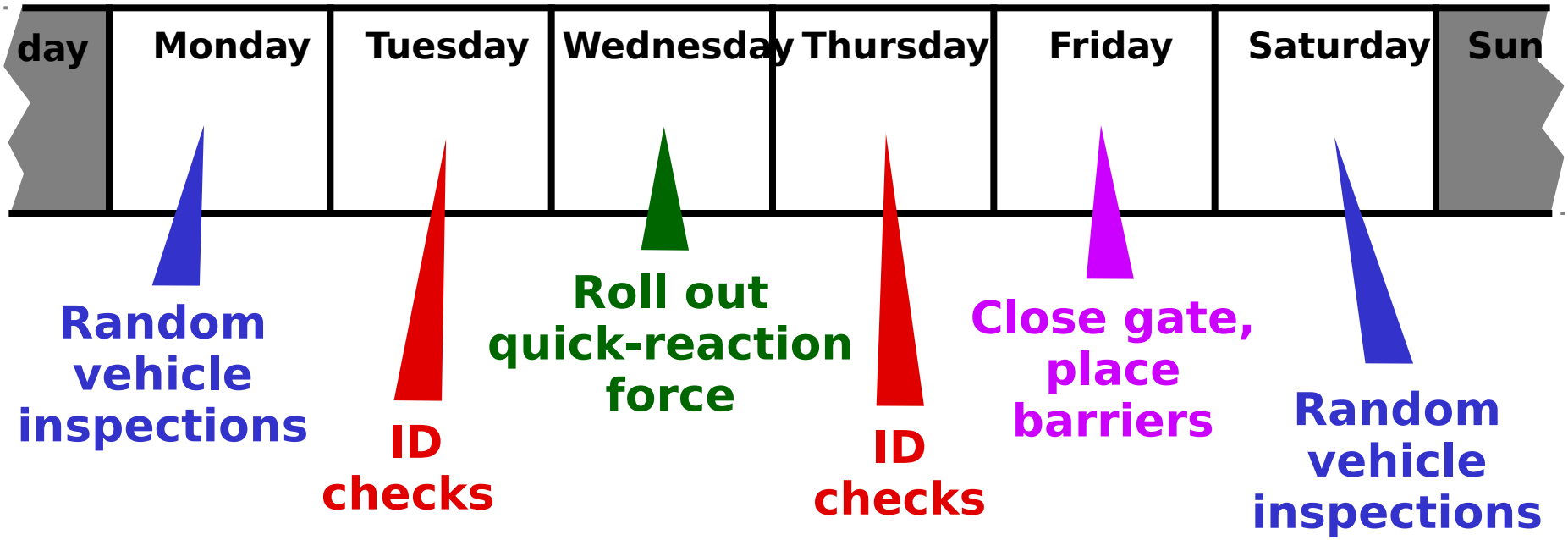
FPCON Delta

- **When a terrorist attack has occurred or when intelligence indicates imminent *terrorist action against a specific location***
  - **Normally, Force Protection Condition Delta is declared as a localized warning**
  - **The installation moves to a high state of alert, and commander implements mandatory security measures**
  - **Commanders encouraged to supplement mandatory security measures**

Additional security measures delay and interrupt normal routines

Random Antiterrorism Measures

Force Protection Condition Normal *plus* random antiterrorism measures



AT Themes

- **Blend in, don't be an easily identified target**
- **Think ahead and choose safer options**
- **Look for suspicious persons/activities**
- **Prevent crime, maintain security**
- **Change routines, route times, and speeds**
- **Cooperate with unit security measures**

Discussion

To help combat terrorism, General Myers asks you to do which of these?

a) Be alert to the threat of terrorism, be aware of your surroundings, report suspicious behavior

b) Be a team player, plan ahead, and keep a low profile

c) Actively represent DOD

Discussion

Which topic will not be presented in this AT awareness training?

a) Threat briefing

b) CONUS/OCONUS scenarios

c) DoD counterterrorism capabilities

d) Historical overview of recent terrorist incidents

Discussion

Which is *not* one of the eight factors you should consider when evaluating the threat in your environment?

a) Level of sophistication

b) Victim nationalities

c) Method of operation

d) International notoriety

Discussion

Which will do the most to reduce vulnerability?

a) Avoid locations terrorists might target, stay in large groups, be anonymous

b) Be alert, avoid the appearance of importance, blend in with the local population

c) Use a cell phone, avoid locations terrorists might target, and display your identification

Discussion

What measures can you expect to encounter at FPCON Alpha?

a) Inspection of vehicles and deliveries, ID checks, and more guards

b) Random vehicle checks and increased crime prevention efforts

c) Rigorous inspection of vehicles and facilities, participation in special guard duties

Discussion

Which FPCON is used when a terrorist incident occurs or intelligence indicates that terrorist *action or targeting* against personnel and facilities is imminent?

a) Alpha

b) Bravo

c) Charlie

d) Delta

Discussion

Which FPCON is used where a terrorist attack has occurred or when intelligence has been received that terrorist action against a *specific location* is imminent?

a) Alpha

b) Bravo

c) Charlie

d) Delta

Discussion

Which is *not* one of the six AT themes?

a) Plan ahead

b) Be unpredictable

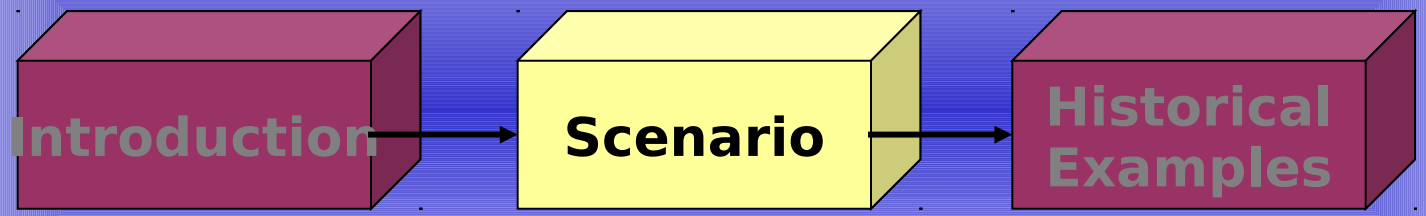
c) Control access

d) Identify potential terrorists

Department of Defense Service Members Training

OCONUS Scenario

Lesson Map



AT Themes

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- **Cooperate with unit security measures**

Introduction

- This module presents a series of situations with multiple courses of action
- Situations were selected to reinforce the course learning objectives
- Each situation is designed to highlight one or more of the AT themes

  – Applicable AT theme(s) will be highlighted

Scenario

You have been told you are to go TDY to an operating base in Riyadh, Saudi Arabia.

- **Air travel**
- **Government facility**
- **Hotel security**
- **Ground travel**
- **Hostage survival**
- **Returning home**

You will encounter situations pertaining to all of these

Situation Brief

There is a history of violence in the Middle East. You must understand a few basic trends to lower your personal vulnerability to terrorist attack.

Air Travel

Air Travel

- Planning for your trip
- Selecting your route
- Choosing a seat
- Packing for your trip
- Moving through the airport
- Encountering danger

Preparing for Your Trip

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You are going TDY to the Middle East

What is your first step?

1) **Ask your unit intelligence officer for current threat information for Saudi Arabia and the Middle East, read the current State Department Travel Advisory and Country Fact Sheet on the Internet**
2) **Call the Saudi Embassy in Washington, DC to ask for information on their country**
3) **Call the State Department to try to learn more about Saudi history and customs, read the current State Department Travel Advisory and Country Fact Sheet on the Internet**

Selecting Your Route

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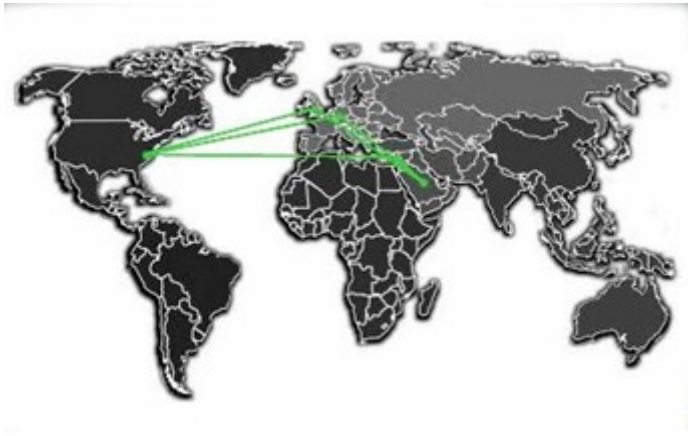

You are booking your flight

What city should you book your flight through?

1) **Connect with a two-hour layover in Frankfurt, Germany**
2) **Connect with a one-hour layover in Amman, Jordan**
3) **Connect with a four-hour layover in Frankfurt, Germany**

Choosing a Seat

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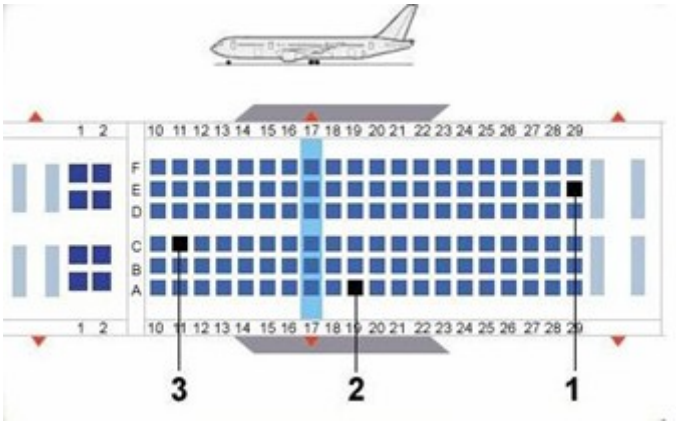

You must choose a seat for your trip

What should you pick?

1) **Middle seat, rear of the aircraft**
2) **Window seat, middle of the aircraft**
3) **Aisle seat, front of the aircraft**

Packing for the Trip

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You are packing

What should you pack?

1) Pack a military duffel bag and wear your uniform
2) Use a standard civilian suitcase and wear plain clothing
3) Use an oversized suitcase with a “U.S. Government” label and wear your uniform

Moving Through the Airport

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In between legs of your trip, you have a two-hour layover – you know that you remain in the secured section of the airport

What should you do?

1) **Phone ahead to headquarters in Riyadh to let them know when you will be arriving**
2) **Go straight to the gate where your transfer plane will be leaving and stay at the gate**
3) **Find a remote area of the airport terminal with few people to avoid areas that would likely be targeted**

Airplane Hijacking

The plane has been skyjacked

Ideas for immediate response

- Be alert, remain calm
- Hide your military ID
- Encourage others to remain calm
- Try to understand the developing situation

Airplane Hijackings Things to Consider

Is a Federal Air Marshall on the aircraft?	**How heavily armed are the hijackers?**	**Do hijackers closely monitor activities of passengers?**
Are pilots left in control of the plane?	**What is the hijackers' destination?**	**Do hijackers demand ID from passengers?**
Is someone in a position to resist the hijackers?	**Are passengers able to place calls to people on the ground?**	**Are passengers singled out based on nationality or affiliation?**

Remain Calm, Comply with Demands

Continuously Evaluate the Situation

Interacting With Local Authorities

The skyjacking situation has been resolved - you are being debriefed

What should you do?

1) Provide information only if they ask you questions
2) Cooperate, describe the hijackers. Ask to speak with a US Embassy or US military representative as soon as possible since follow-up contact should be through them
3) Tell them to contact the US Government

Government Facility

In a Government Facility

- Meeting your escort
- Approaching the gate
- Detecting surveillance
- Understanding countermeasures
- Observing a janitor
- Finding a suspicious package
- Noticing changes in local conditions
- Encountering a security guard

Contacting Your Base

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Your escort is giving you advice about safety.

For your safety, what does your escort urge you to have with you while in the city?

1) **Maps of the local area, location of the US Embassy, list of emergency phone numbers, and your tourist passport**
2) **Maps of the local area, list of contact emergency phone numbers, and plenty of money**
3) **Maps of the local area, list of contact phone numbers for emergency situations, and a 2-way, military radio**

Approaching the Gate

As you approach your installation, security appears tight

What should you do?

1) **Stock up on emergency supplies and inspect packages closely**
2) **Review security measures for various Force Protection Conditions and ask your leaders if you should take special precautions**
3) **Get a bulletproof vest from the supply center and obtain antibiotics to increase resistance to biological attacks**

Approaching the Gate

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As you approach, security appears tight

What do you do?

1) **Though you do not say anything, you show your irritation at being delayed**
2) **Get out of your car to get a better view of the procedures at the gate**
3) **Stay in your car, provide ID for all occupants, and cooperate with guard instructions. Remain alert for suspicious activities outside the gate area**

Detecting Surveillance

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The man at the bus stop seems to be watching the base

What do you do?

1) **Carefully get out of line and drive away from the base, passing the stranger and getting a thorough description for the security forces**
2) **Tell the security guard what you have seen and provide a description of the individual**
3) **Do nothing; he is probably waiting for another bus**

Understanding Countermeasures

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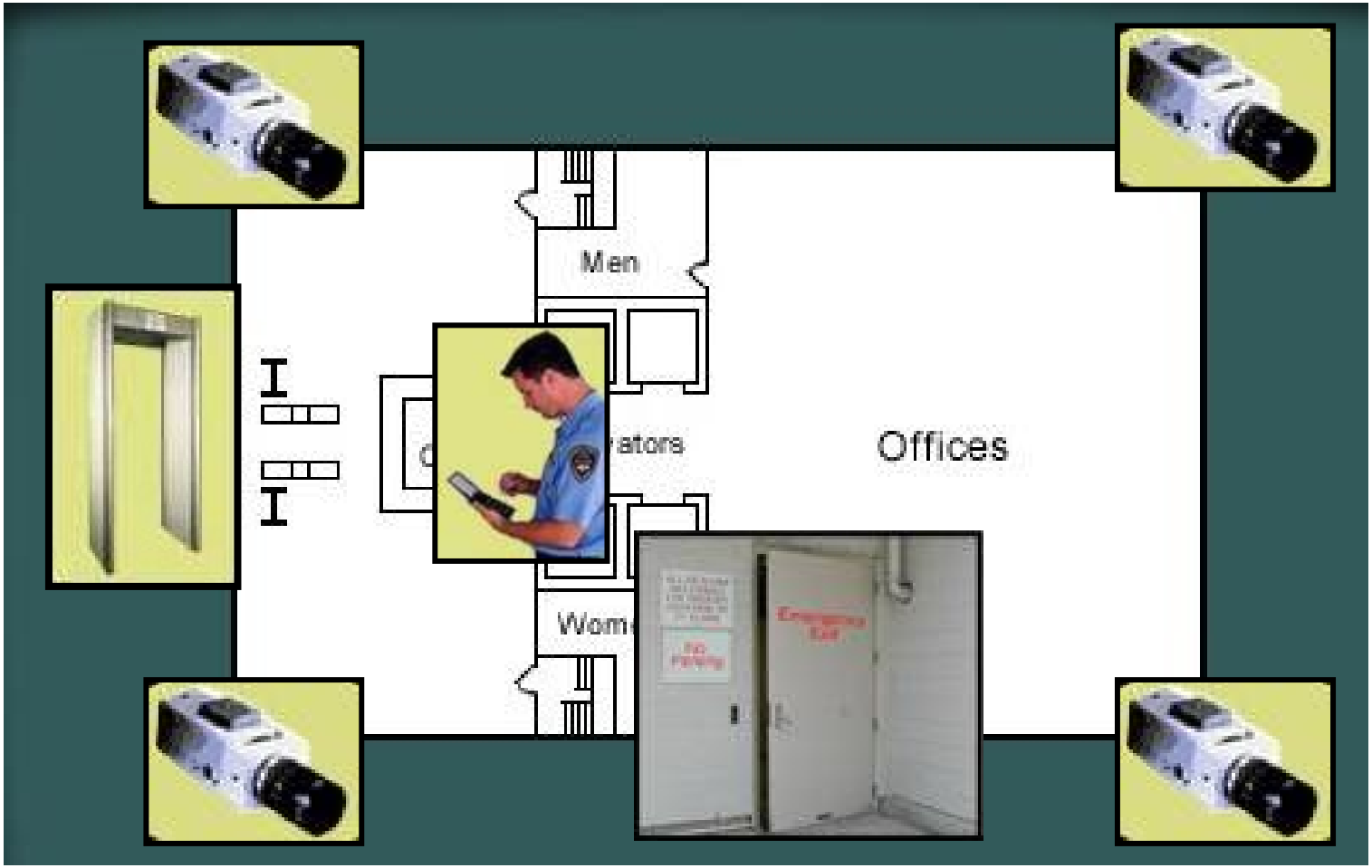

Suspicious Activity at Work

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While at work you notice a janitor displaying suspicious activity

What should you do?

1) Ask him why he is searching through the trash
2) Have him escorted from the facility immediately
3) Make a thorough list of his activities and report him to your supervisor immediately

Noticing a Violation

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You are walking through the facility and notice a door propped open

What do you do?

1) Close the door and then point out the security violation to one of the facility managers
2) Point out the security violation to one of the facility managers
3) Keep an eye on the door yourself

Suspicious Package at Work

You find a package in the mailroom marked "Personel for the Comendar"

You know you should not open it, but what do you do?

1) **Without opening the package, thoroughly examine it looking for oily spots on the outside and protruding wires**
2) **Destroy the package by immersing it in water**
3) **Leave the package alone, isolate the room, and notify security personnel**

Noticing Changes in Local Conditions

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You notice that a normally busy street is practically deserted

What should you do?

1) **Monitor the situation closely and if the change in environment persists alert security officials**
2) **Bring it to the attention of your supervisor**
3) **Go down to the street and investigate**

Complying with Evacuation Instructions

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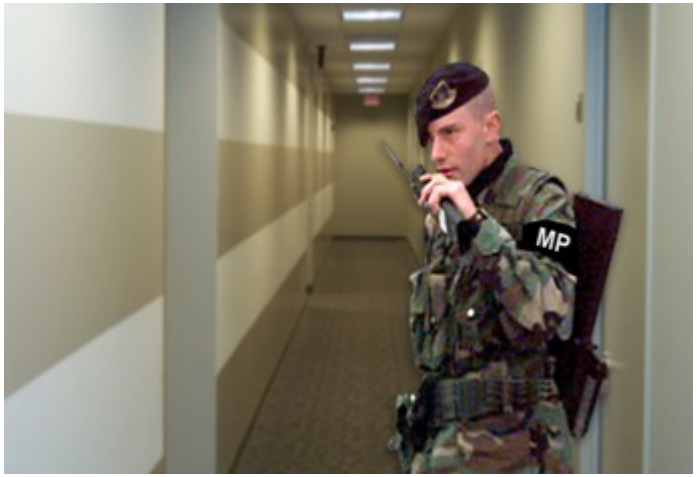

A security guard enters your workspace and tells you to evacuate the building

What do you do?

1) **Quickly secure classified information, and then exit down the rear staircase**
2) **Ask the security guard for identification and an explanation before complying**
3) **Wait to see what other workers in your office do since it might be a false alarm or just a drill**

Ground Travel

Ground Travel

- Renting a car
- Familiarizing yourself with your car
- Getting Directions
- Driving under surveillance

Choosing Your Hotel

You have to select a hotel off the installation

What should you pick?

1) **4-star hotel recommended by fellow service member with an excellent gym**
2) **Hotel recommended by US Embassy with low cost**
3) **Hotel recommended by US Embassy with easy access to US base**

Renting a Car

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You are deciding which car to rent - you wisely decided not to rent a sports car

Which car should you choose?

1) **An older model car with non-distinctive markings**
2) **A new, oversized SUV which will provide you with added protection if in an accident**
3) **A recent model, medium-size, sedan**

Inspecting Your Vehicle

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You know you should inspect and familiarize yourself with your rental car

When do you inspect your rental car?

1) **Prior to leaving the rental car parking lot and every time the vehicle is left in an unsecured location**
2) **After the car is parked in an unsecured location**
3) **At the earliest convenient time**

Getting Directions

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You need directions to drive to the hotel

What should you do?

1) **Ask the clerk at the rental car counter**
2) **Use your hotel's courtesy phone to call and ask for directions**
3) **Call the hotel from a pay phone and ask for directions to their location using major highways**

Driving Under Surveillance

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You suspect that you are being tailed – you know that you should not try to outrun the other vehicle

What should you do?

1) **Drive at normal speed to a public location or the front of your hotel, avoiding chokepoints and getting boxed in**
2) **Slow down and let the truck pass, make eye contact with driver, get a description of the driver**
3) **Turn off onto a side street and park in an ally to lose the persuer**

Hotel Security

Hotel Security

- Choosing your hotel
- Choosing a room
- Leaving the room
- Dining out
- Returning to your room

Choosing a Room

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You are check into the hotel – your room is on the first floor but you have the option to change

What should you do?

1) **Keep first floor room**
2) **Trade for one on the 4th floor, near a fire exit, that opens to the hotel interior**
3) **Trade for one on the 4th floor, near the elevators, that opens to the exterior of hotel**
4) **Trade for one on the 12th floor, near the elevators, that opens to interior of the hotel**

Inspecting Your Room

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You are in your hotel room

What should you check?

1) **Operational locks on doors, balcony, and windows. Ensure phone works and that you know how to place emergency calls**
2) **Operational locks on doors and windows. Ensure TV and telephone work**
3) **Operational locks on the door. Ensure the TV works. Look for a lock box and mini-bar in the room. Also, ensure phone works**

Leaving the Room

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You are in your hotel room and you decide to go out for dinner

How should you leave?

1) **Turn the TV *off* and leave the hotel through the front door**
2) **Turn the TV *off* and leave the hotel through the side door**
3) **Leave the TV *on* and leave the hotel through the front door**
4) **Leave the TV *on* and leave the hotel through the side door**

Dining Out

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A stranger starts asking you questions about your work

How should you respond?

1) **Don't say anything! Just eat your food and ignore the stranger**
2) **Engage in some conversation, but nothing personal or about your purpose here**
3) **Relax and enjoy the dinner conversation**

Returning to Your Room

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You are heading back to your room and you notice the stranger from dinner in the lobby

How should you proceed?

1) **Approach stranger to ask the time, get description, and let the stranger know that you are alert to his or her behavior**
2) **Stop at public area of the hotel for a few minutes; if the individual is still there, report stranger to front desk, take an indirect route to your room, inform your unit security officer and provide description**
3) **Avoid the individual in the lobby, take the elevator directly to your floor. Inform your unit security officer and provide a description**

Vehicle Improvised Explosive Device

- Inspecting the vehicle
- Finding a suspicious package
- Changing Plans

Inspecting the Vehicle

You are in a hurry, but you remember to inspect your car

What should you do first?

1) Carefully inspect the exterior, but since the car was locked don't examine the interior, trunk, engine, or fuel door
2) Open and inspect the engine compartment and trunk. Alert the hotel manager if evidence of tampering
3) Without touching the car, inspect the exterior to include wheel wells and undercarriage. Alert the hotel manager or police if any sign of tampering

Finding a Suspicious Package

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You are inspecting your car and you find a suspicious package

What should you do?

1) Carefully remove the box and call the police to confiscate it
2) Tell the hotel staff that someone has tampered with your vehicle and have them contact the authorities
3) Perform a careful inspection of the box, looking for protruding wires and oil spots

Changing Plans

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The bomb squad removed a smoke grenade. You are continuing on.

What precautions should you take?

1) **Request the bomb squad inspect your car, inform base security of the incident, change to a different hotel, trade in your rental car for a different one**
2) **Stay at the hotel until an armored car can be sent to pick you up**
3) **Drive immediately to the base using a different route than the day before**

Hostage Survival

Hostage Situation

- Receiving an unexpected delivery
- Responding to the threat
- Dealing with the terrorists
- Being rescued

Receiving an Unexpected Delivery at Your Hotel

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There is a knock at your hotel room door from someone who says he is from room service

How should you respond?

1) **Tell him to leave it outside your door and you will get it in a while**
2) **Tell the person to wait, call the front desk to confirm the identity of the employee at your door before receiving the delivery**
3) **Tell him to leave it at the front desk and you will get it later. Then call the front desk to confirm the package sender and addressee. If not urgent, get it in the morning**

Responding to a Threat

A man bursts through the door pointing a gun

How should you respond?

1) **Since you are faced with deadly force, do not resist as the intruder comes in to search your room and belongings**
2) **Try to slam the door as quickly and as hard as you can, then duck to the floor**
3) **Grapple with the intruder for control of his weapon**

Dealing With the Terrorists

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Your captors are ranting and asking you questions

How should you respond?

1) **Use your imagination to invent stories to confuse them and resist their interrogations. Respond to questions but do not engage in conversation**
2) **Answer their questions calmly, but do not agree to their accusations. Lie only to protect classified information, and stick with a simple credible story**
3) **Tell them they are wrong about DoD - explain why you are proud to be an American**

Being Rescued

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The door flies open; a rescue is in progress

What should you do?

1) **Roll off the bed, remain quiet, and stay on the floor until you are told to do otherwise**
2) **Shout instructions to the rescue team and try to get to your feet**
3) **Remain still, seated on the bed, and shout warnings to the rescue team**

Returning Home

Returning Home

- Suggesting base security measures
- Choosing housing
- Inspecting your home
- Planning for home security

Suggesting Base Security Measures

Once you are home, your commander asks you what measures could be used to improve security on your home base

What should you suggest?

1) **Alter the measures that are employed at the base's current FPCON**
2) **Raise the local FPCON to a higher level**
3) **Use some higher-level FPCON measures randomly at your current FPCON**

Choosing Housing

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Your new orders are for Germany. You have to choose housing on the economy.

What should you choose?

1) **An apartment building full of Americans, with a street-level entrance**
2) **A single-family home off the beaten path where no one would expect a foreigner to live**
3) **A townhouse in a building with one American family and three German families, 1 mile from a police station and near a 24-hour grocery**

Inspecting Your Home

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You are inspecting your new home for security

Which action *does not* make sense?

1) **Ask the landlord to replace the locks and add a deadbolt**
2) **Cut back the shrubbery**
3) **Place a key under a flower pot on the front porch**
4) **Put up additional exterior lighting and a peephole in outside doors**
5) **Display “guard dog” or “alarm service” signs**

Planning for Home Security

You are discussing security with your family
Which action *does not* make sense?

1) **Post emergency telephone numbers near the phone and ensure that young children know how to use them**
2) **Establish household rules that only a responsible adult may open a door to a visitor**
3) **Ensure that adults know to call the utility company to verify utility workers' identities**
4) **Plan for a location in a well-lit public place for family members to gather in case of emergency**
5) **Prominently display your name and rank on your house or mailbox**

Historical Incidents

- Khobar Towers
- TWA 847
- CAPT Nordeen
- Berlin Discotheque
- Oklahoma City Bombing
- Beirut Bombing
- GEN Dozier (Residential)
- GEN Dozier (Hostage)
- CAPT Tsantes/MSG Judd
- USS Cole
- GEN Haig/GEN Kroesen
- WTC and Pentagon

Khobar Towers

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- Dhahran, Saudi Arabia
- 20,000-lb. truck bomb
- 3 sentries alerted sleeping Airmen — evacuation was in progress
- Event resulted in increased force protection awareness

Date: 25 June 1996

Killed: 19

Wounded: Hundreds

Sentries alert to change in local environment saved lives!

Return

TWA 847

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- Two terrorists hijacked a plane in midair
- A terrorist killed a Navy Diver because of his military affiliation
- The terrorists kept the plane for 17 days

Date: 14 June–3 July 1985

Killed: 1 Navy diver

Many passengers beaten

Do not expose your military affiliation!

Return

CAPT Nordeen

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- Greek terrorists killed CAPT Nordeen with car bomb
- CAPT Nordeen was killed while riding in an armored car
- The bombing followed weeks of careful surveillance and planning

Date: 28 June 1988
Killed: 1
Wounded: Several bystanders

Being unpredictable can save your life!

Return

Berlin Discotheque

- Libyan terrorists placed a suitcase bomb in a nightclub
- Although the alert state was high in Europe, local threat conditions in Berlin gave little indication of attack
- Two US sergeants and one Turkish woman were killed

Date: 5 April 1986
Killed: 3
Wounded: 230

Avoid vulnerable areas with large groups of Americans!

Oklahoma City Bombing

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- The weapon was a large truck bomb parked in front of the building
- The targets were tenant Federal agencies
- Tim McVeigh and Terry Nichols were apprehended and convicted of the bombing

Date: 19 April 1995
Killed: 168
Wounded: Hundreds

Be vigilant -- consider the unexpected threat!

Return

Beirut Bombing

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- The Islamic Jihad Organization perpetrated a suicide truck bombing
- Multiple sentries witnessed the attack but were unable to stop it
- Many and frequent threats preceded the attack

Date: 23 October 1983

Killed: 244

Wounded: Hundreds

Large Groups of Americans can be targeted

Return

GEN Dozier (Residential)

ANON

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- Italian Red Brigades kidnapped US Army BG James Dozier
- Terrorists entered Dozier's residence posing as plumbers
- Terrorists performed extensive surveillance
- Dozier was rescued by Italian police

Date: 17 December 1981

Killed: None

Access control is a key line of defense!

Return

GEN Dozier (Hostage)

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- Dozier was chained to a cot inside a 6-foot tent
- Captives used loud music and lights to disorient him
- Terrorists interrogated Dozier repeatedly
- Dozier maintained discipline and dignity

Date: 17 December 1981

Killed: None

Plan and act to be a survivor!

Return

CAPT Tsantes

ANON
PLAN
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TEAM

- N-17 terrorists riding a motorcycle shot and killed CAPT Tsantes
- MSG Judd was briefed on N-17 tactics
- MSG Judd survived attack by being alert to motorcyclist approaching in traffic

Date: 15 November 1983

Killed: 2

Know the local threat and be alert!

Return

USS *Cole*

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- **Two men maneuvered a 35-foot craft alongside the USS *Cole* in Yemen**
- **The explosive-laden craft ripped a 36-ft. hole**
- **Crew members had no indication the craft was hostile**

Date: 12 October 2000
Killed: 17
Wounded: 42

Anticipate the unexpected attack!

Return

GEN Haig/GEN Kroesen

ANON
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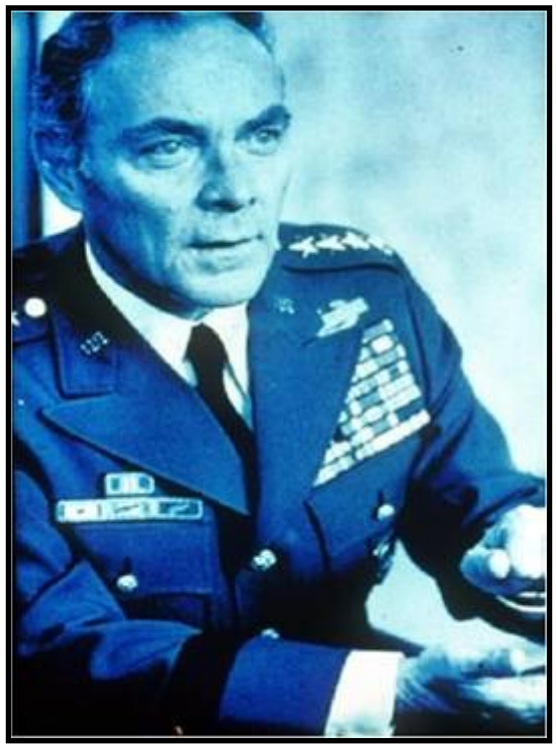

General Alexander Haig

- Red Army Faction launched attacks on two senior military commanders in 1979 and 1981
- Red Army Faction bombed the motorcade of Haig and used a rocket-propelled grenade against Kroesen
- Attacks were preceded by extensive surveillance and planning
- Alert response and vehicle armor prevented casualties

Unpredictability can save your life!

Return

WTC and Pentagon

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- Terrorists hijacked four loaded passenger airliners and used them as guided missiles
- Collapsed both World Trade Center Towers and caused major damage to the Pentagon
- Attack required extensive planning, preparation and rehearsal
- Deadliest terrorist attack in history

Date: 11 September 2001
Killed: Over 3000
Wounded: Thousands

Be vigilant and think under pressure!

Return

Chairman, JCS Guidance

- Stay vigilant
- We will win the Global War on Terrorism
- But, not without your efforts

For More Information

- **http://at-awareness.org**
  - **DoD use only**
  - **Access code word: aware**

*** Important Click here to send email for SPMS entry to Education and Training.**
Please include NAME & the last four of your SSN.